

# Explanation of Important Matters Concerning Provided Services

This document has been created to explain services in accordance with the stipulations of Article 26 (Consumer Protection Rules) of the Telecommunications Business Act.

Important matters related to contract contents are explained herein. Please be sure to read it carefully before applying.

## 1. Contents of the Provided Service (Telecommunications Services)

| Item   | Details  |
|--|--|
| Name   | BB Entry   |
| Type   | ADSL line connection (DSL service)   |
| Approximate maximum communication speed            | Maximum 1Mbps (down), maximum 512kbps (up)   |
| Communication quality                              | The approximate maximum communication speeds listed are the maximum according to technical standards. It is possible for connection speeds to decrease significantly due to your communication environment, network congestion, etc.   |
| Locations where services are available             | —  |
| Restrictions related to emergency notifications    | —  |
| Services to filter content harmful to young people | —  |
| Other restrictions on use                          | To ensure communication quality and fair allocation of the network, some customers who send or receive a large amount of data during a set period of time may have limits placed on communication speed.<br>To ensure the security of communication, Asahi Net may regulate communication ports for the customer's IP address. |

## 2. Usage charges

### (1) Initial charges

There is no initial charge related to this contract.

### (2) Monthly charges

| Type of plan    | Monthly charges |
|-----------------|-----------------|
| BB Entry Course | 470 yen         |

\*The first line activation month is free of charge.

### (3) Call charges

No explanation of this item is available.

### (4) Dialup connections

Dialup connections are available. The amount of time the service can be used for free and charges when that time has been exceeded differ according the selected plan.

## 3. Conditions, etc., for withdrawing applications/changing contracts

- Applications can be withdrawn by phone until the time the initial connection is made. A cancellation charge will not be billed in such cases. Once a connection has been made, the application cannot be withdrawn. In such cases, it is necessary to perform the stipulated procedures, and an additional charge for cancellation may be incurred.
- There are no conditions for changing contracts.

#### 4. The Initial Contract cancellation System

An initial contract cancellation period applies to the telecommunications services stipulated in this contract.

- The contract can be canceled in writing within 8 days following reception of the notification of contract details. It will take effect at the time the documentation is submitted.
- In such cases, you (1) will not be billed for damages or for a penalty charge, etc. (2) However, you will be billed for telecommunications services, administrative fees, and installation fees for services received from the time the contract was concluded to the date on which the contract was canceled. The amount for (2) will be the amount indicated in this document plus the cost of any additional installation work you have requested. (3) Further, if Asahi Net has received any payment, etc., from you in relation to the contract, that amount will be returned to you (excluding amount billed in accordance with (2) above).

<Send documents to the address below>

Kabukiza Tower 21F, Ginza 4-12-15, Chuo-ku, Tokyo 104-0061

Asahi Net, Inc. Customer Support

<Example of a written request for cancellation during the initial contract cancellation period>

- Name registered with Asahi Net
- Asahi Net User ID
- Address registered with Asahi Net
- Contact telephone number
- Contact e-mail address
- Contract date (Indicated on the notification of contract details)
- Statement of the desire to cancel the contract with Asahi Net

#### 5. Procedures and contact information

|   |
|---|
| Asahi Net, Inc. English Customer Support Open 10:00 AM to 5:00 PM weekdays<br>Phone: 0120-577-135 (Mobile/PHS/IP phone: 03-6631-0861) |
|---|

#### 6. Other

<Provision of the service>

- This is a high-speed fixed-fee Internet connection service using the ADSL lines of NTT East and NTT West. To use the service, a contract with NTT East or NTT West is required.
- Should you be already using Asahi Net and complete the change to this Course, it will not be possible to revert to the present status of the Course used before the change.

<Charges>

- In any month in which you change your course or withdraw from membership during

application of a campaign, normal monthly usage charges and additional charges based on the status of usage will be incurred, notwithstanding it being during a campaign.

•Should you be already using Asahi Net and change to this Course, the monthly charge for the month in which the Course is changed will be for the Course in use before the Course is changed.

# Campaigns

This document provides a list of concurrent campaigns and discounts. Applicable conditions, etc., may differ according to the specific details of your application.

\*Currently there is no campaign applicable to an application for this service.

Please note that the contents of campaign and discounts may be subjected to change, when needed.

## ■ Campaigns related to initial costs and monthly usage charges

| Name | Benefits | Conditions | Cancellation charge |
|------|----------|------------|---------------------|
| —    | —        | —          | —                   |

## ■ Campaigns related to the initial costs

| Name | Benefits | Conditions | Cancellation charge |
|------|----------|------------|---------------------|
| —    | —        | —          | —                   |

## ■ Other campaigns

| Name | Benefits | Conditions | Cancellation charge |
|------|----------|------------|---------------------|
| —    | —        | —          | —                   |

## ■ Seller

|         |   |
|---------|---|
| Name    | — |
| Contact | — |

\* The symbol “—” in the table indicates that there is no explanation available for that item.

\* All prices indicated in this document exclude tax.

\* The contents of this document may be changed at any time. When using services, always refer to the information provided on the Asahi Net website.